



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

12/2
SMC
6/22/04

Applicant: Eric James

Art Unit: 2642

Serial No.: 09/584,306

Filed: May 31, 2000

For: SYSTEM AND METHOD OF CHANGING ENTITY
CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH
INFORMATION IN A CALL CENTER

Attorney
Docket No.: 77526

RECEIVED

JUN 09 2004

Technology Center 2600

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In conjunction with the Request for Continued
Examination filed herewith, please amend the above-
identified application as follows: